



Purpose

This SOP is intended to outline the process and required information for part returns. While a return falls under Part Resolutions the adjuster will need to consider the freight charges to correctly process a part return. Freight charges are incurred if an order is canceled after the part ships out or arrives at the shop and needs to be returned to the vendor. Part Returns can happen for a variety of reasons, if it is due to vendor error there is no charge for freight and the process is handled by Vendor Management. However, if the part is not faulty, or if the part is incorrect AAS would have to pay the freight charge to return the unit back to the vendor. We in turn would charge the customer by removing the freight amount from the authorized price of the replacement part.

Teams Impacted

- Claims Team
- Claims Leadership Team

Procedure

1. Calculate the Freight charges by using the table below. This is breakdown of the average freight costs AAS pays when returning a part that is not incorrect or defective.

Vendors	Engines/Trans	Diff/Axles/Tcases	General
Autonation	450.00	250.00	NA
C&K	225.00	150.00	75.00
LKQ	450.00	250.00	NA
American Auto Salvage	285.00	250.00	NA
Teal	450.00	250.00	20.00
Meridian	NA	NA	15.00
Technicar	NA	NA	50.00

2. Check the payable to determine if the Vendor unit has been paid for. You can find this by going to the **[Payable Tab]** on the claim window.

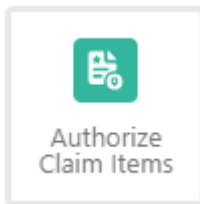
Claim Coverage Payment Details (1)
1 item • Updated a few seconds ago

Name	Payables ID	Payee Type	Payee	Payables St...	Invoice Nu...	Invoice Date	Invoice Am...
1 A131190701	0014x0000147rT...	Repair Facility	ROMANO JEEP ...	Paid			

View All



3. Go to the **[Actions Tab]** and press the **[Add/Modify Claim Item]** button.
 - a. If the vendor has been paid, press **[Add New Repair]** and key in the replacement part credit amount minus the freight charge on a new line.
 - b. If the vendor has not been paid, edit the current part line to reflect the change in **[Payee]** and **[Price]** fields.
4. Press **[Save]**.
5. Verify with Contract Holder they are aware of Out-of-pocket cost to return vendor unit.
6. Under the **[Actions Tab]** click **[Authorize Claim Items]**.



7. **[Check]** the box next to the new or updated part line. Then click the **[Next]** button at the bottom.

<input type="checkbox"/>	Part	5180494AD	5180494AD-AXLE	Drive Axle	Axle Shaft	1	Parts	\$0.00	\$0.00	C & K Auto Parts
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8. **[Authorize]** the claim.

Payee Type	Payee Name	Expense Type	Tax	Total
Repair Facility	ROMANO JEEP CHRY	Deductible	\$0.00	-\$100.00
Repair Facility Subtotal			\$0.00	-\$100.00
Repair Facility Total				-\$100.00
Other Total				\$0.00
Claim Total				-\$100.00
Remaining LOL				\$15,100.00

Previous Authorize Deny

9. **[Task]** a New Part Resolution to alert Vendor Management (See Part Resolutions All Vendors SOP). Make sure to include which part was reauthorized and amount.
10. Make sure to advise the shop of the part credit amount minus freight and that the contract holder will pay the difference.
11. The return and any changes to the freight amount will be handled by Vendor Management.



Approval & Revision

Date Created 05/07/2022	Created By Correlia Hanzelka	Date Approved [5/26/2022]	Approved By [Mandi Jacober]	
Date Revised 02/27/2023	Revised by Correlia Hanzelka	Revision Description Update table and remove the old parts tab process.	Date Approved 02/27/2023	Approved By Amanda Wiseman
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]